e-Operator

Usage instructions for operators

Version 2.0

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1. About e-Operator service

The e-Operator service represents a data management system for electronic communications service providers. The service extends and facilitates access to HAKOM regulatory bodies and increases the productivity and efficiency of HAKOM through process computerization. It represents a central database of electronic communications service providers, addressing and numbering space. In addition it provides an interface for the input of necessary data by the operator and HAKOM employees. It simplifies procedures for the operators for submitting prior notifications and other related requirements, as well as gross revenue reports and data on group of numbers.

2. Registration for the e-Operator service

a. Existing operators

Existing operators have been re-entered in the HAKOM system from previous version. Such operators need not be specifically registered for the e-Operator service, but must open an administrator account. Several cases are possible:

1. The operator provided HAKOM with data for an administrator who also has an open user account on the HAKOM portal. In this case, the administrator is allowed to access the e-Operator upon registration on the HAKOM portal with his user name and password.

2. The operator provided HAKOM with data for an administrator that doesn't have an account opened on HAKOM portal. The e-Operator system will send an invitation to the administrator's e-mail address with a link that will help the administrator create his or her user account on the portal. The administrator will have granted access to the e-operator after logging on to the HAKOM portal with his user name and password.

3. The operator did not provide any data for the administrator to HAKOM. In this case, the administrator must open a user account on the HAKOM portal or use its existing user account. In an official letter, the operator must inform HAKOM of the e-mail address indicated by the administrator when applying to the HAKOM portal. Aftermath, HAKOM will add this user as an administrator, which will enable him to access the e-Operator after logging on to the HAKOM portal with his user name and password.

b. New Operators

Via the central HAKOM web portal (www.hakom.hr), the operator applies for the e-Operator service by selecting the e-Operator service from the e-Agency menu, and then the option for registering the new operator. It displays a form for entering appropriate data (Figure 1). By pressing the "*Send request*" button, the request is sent to the HAKOM admin for processing. After processing the same, the e-mail address will be sent to the operator with instructions for further steps necessary to complete the registration process.

Kontakt

Telefon:	
Mobitel:	
Faks:	
Telefonski broj za prigovore korisnika:	
Adresa za prigovore korisnika:	
Internet stranica:	
Elektronička pošta:	
Ovlaštena osoba za zastupanje:	
Kontakt osobe: (Upišite imena, telefonske brojeve i adrese e-pošte kontakt osoba)	

Uz svoj zahtjev obvezno priložite upis u sudski registar ili obrtnicu

Upis u sudski registar   Choose File | No file chosen

Pošalji zahtjev

Kontakt

Telefon:	
Mobitel:	
Faks:	
Telefonski broj za prigovore korisnika:	
Adresa za prigovore korisnika:	
Internet stranica:	
Elektronička pošta:	
Ovlaštena osoba za zastupanje:	
Kontakt osobe: (Upišite imena, telefonske brojeve i adrese e-pošte kontakt osoba)	

Uz svoj zahtjev obvezno priložite upis u sudski registar ili obrtnicu

Upis u sudski registar   Choose File | No file chosen

Pošalji zahtjev

Figure 1 Application for new operator registration

3. Access to the e-Operator service

The operator logs in with its user name and password on the main HAKOM web portal (www.hakom.hr). In the e-Agency menu, the Operator selects the e-Operator service, followed by a page showing the basic service description, the name of the operator, whose user is an administrator and the link leading to the main menu of the e-operator service, showing active system notifications as the home page (Figure 2).
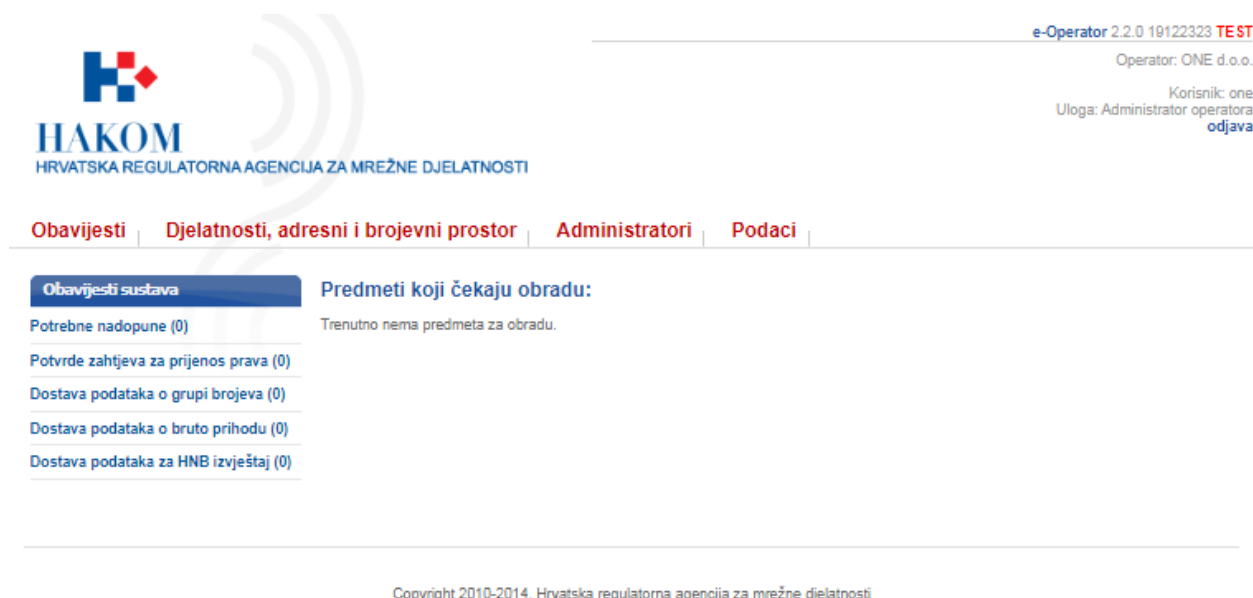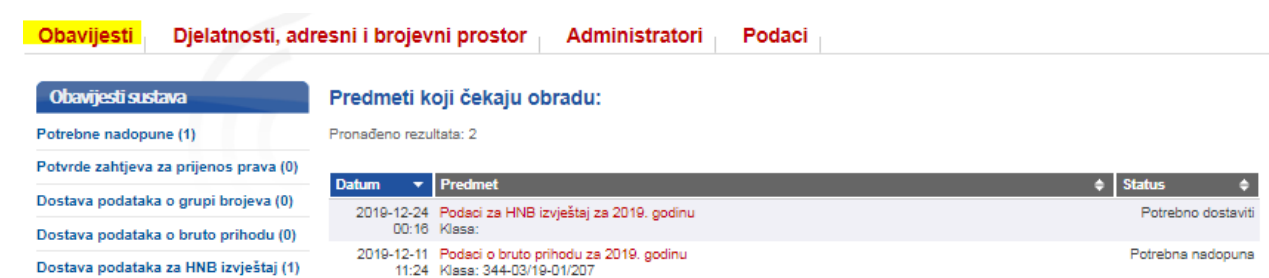

Figure 2 Main menu of e-Operator service

4. Overview of options offered by the e-Operator system

The central menu of the e-Operator service consists of 4 submenus: "Notifications", "Activities, addressing and numbering space", "Administrators" and "Data".

a. Submenu "Notifications"

The Submenu „Notifications" shows all active system notifications, i.e. requests that need to be processed (Figure 3 Overview of the notifications submenu
).
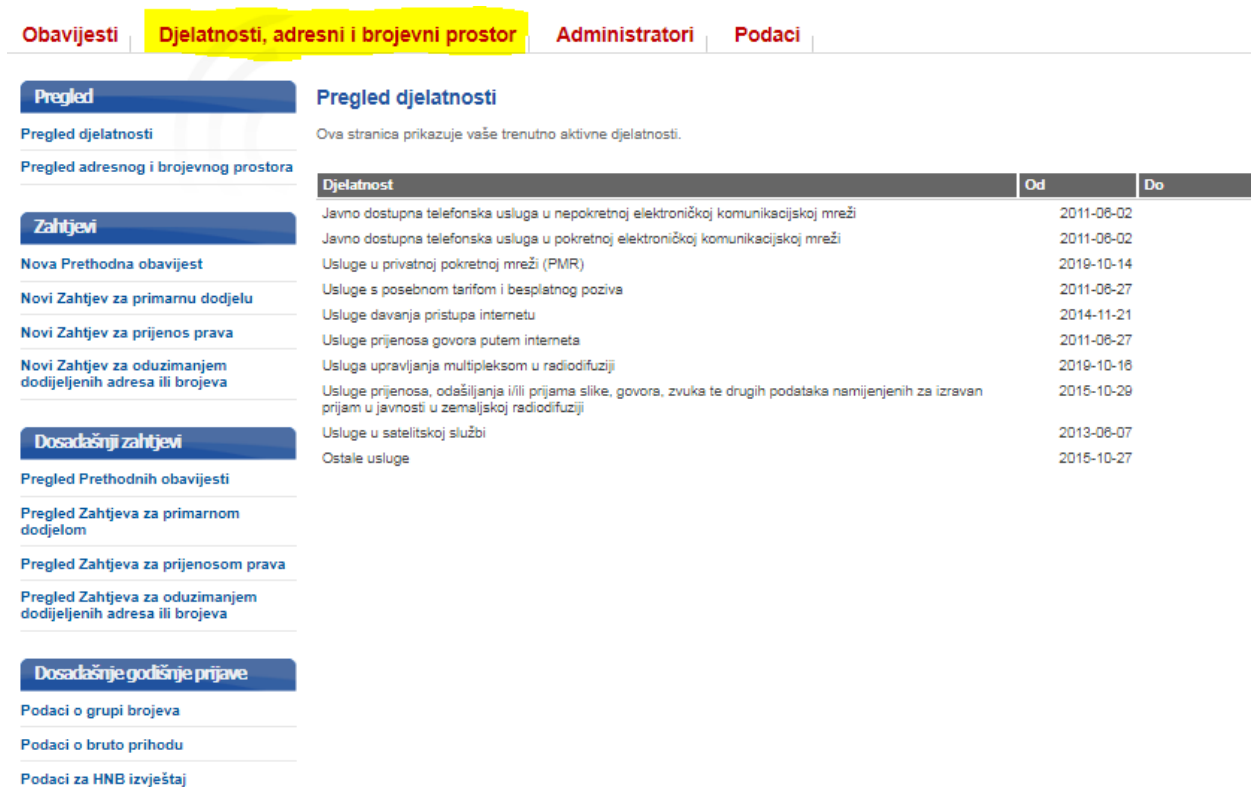
Figure 3 Overview of the notifications submenu

b. Submenu "Activities, Addressing and Numbering Space"

The submenu "Activities, Addressing and Numbering space" brings basic functionalities easy to manage for the operator within the e-Operator system (Figure 4). Depending on the rights of each user, different options are also offered in each menu. The user has the possibility to create new requests as well as to review all previous requests submitted in the past.
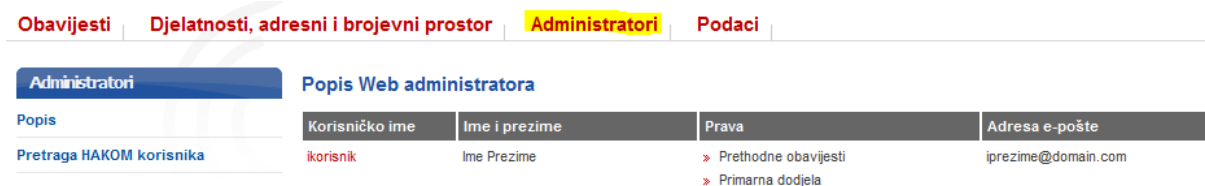

Figure 4 Overview of the "Activities Address and Numbering space" submenu

c. Submenu "Administrators"

The submenu "Administrators" consists of functionality for reviewing and editing existing and adding new users (administrators) of the e-Operator service (Figure 5).

Figure 5 Overview of the administrators sub-menu options

d. Submenu "Data"

The sub-menu "Data" consists of functionality for reviewing and editing the operator's basic data (Figure 6).

Figure 6 Overview of the data submenu options

5. Types and rights of beneficiaries

Each operator may have one or more system users who are granted specific rights enabling to manage individual system functionalities (Figure 7).

Figure 7 User Rights

6. Submission of the prior notification

From the main menu, the operator selects the submenu "Activities, addressing and numbering space" and the option "New previous notification" (Figure 8), followed by an appropriate form. The operator shall fill out the form with appropriate data and save it by pressing the Save button. After a HAKOM admin has processed the same request, an appropriate notification shall be sent to the operator.

Figure 8 Submission of prior notifications

The operator has the possibility to review any previous notifications made in the past. In that case operator in the main menu selects the submenu "Activities, addressing and numbering space" and then option "Review previous notifications" (Figure 9).

Figure 9 Overview of Prior notifications

7. Application for the assignment of addresses and numbers (Primary Allocation)

The operator selects the submenu from the main menu "Activities, addressing and numbering space" and the option "New application for primary allocation" (Figure 10), followed by an appropriate list of services. The operator chooses the type of electronic communications service for which is requiring addresses or numbers. The selected service shows the list of addresses or numbers/blocks of numbers with statuses, and the operator selects the desired (free) addresses or number blocks based on the availability of numbers, fills the remaining necessary data and sends the request by clicking the "*Send request*" button. After a HAKOM admin has processed the same request, an appropriate notification shall be sent to the operator.

Figure 10 Request submission for primary allocation

The operator shall have the possibility to review all previous requests for primary allocation made in the past by selecting in the main menu the submenu "Activities, addressing and numbering space" and the option "Review of requests for primary allocation" (Figure 11).

Figure 11 Primary allocation request overview

8. Submission of request for transfer of rights to use addresses and numbers

From the main menu operator selects the submenu "Activities, addressing and numbering space" and the option "New request for transfer of Rights" (Figure 12), followed by an appropriate list of services. The operator shall select the type of electronic communications service for the performance requiring the transfer of the right to use addresses or numbers, and shall select the operator transferring the right to use addresses or numbers. By pressing the *Send* button, a new menu is opened to select the desired number block. The operator adds the selected blocks and the date of use and sends the request by pressing the "*Send request*" button. Once the transferring operator and the HAKOM admin have processed the same request, the relevant notification shall be sent to the operator.

Figure 12 Request submission of transfer of rights

The operator has the possibility to examine all requests for the transfer of rights submitted in the past. In order to achieve that operator in the main menu selects the submenu "Activities, addressing and numbering space" and the option "Review of requests for transfer of rights" (Figure 13).

Figure 13 Overview of transfer of rights requests

9. Request Processing for Transfer of Rights

Once an application has been sent by the new operator to transfer the right to use addresses or numbers, the transferring operator shall receive notification there regarding the same (Figure 14).

Figure 14 Notification of a new transfer request

When processing the received request, the operator has the possibility to accept or reject the application (Figure 15). After processing the request, press the *Send* button to send the request for approval to the HAKOM admin.

Figure 15 Request overview of transfer of rights

10. Request Submission for   Revocation of Assigned Addresses and Numbers

The operator selects the submenu from the main menu "Activities, addressing and numbering space" and the option "New request for revocation of assigned addresses or numbers" (Figure 16), followed by an appropriate list of services. The operator shall select the type of electronic communications service to perform the required revocation of the assigned addresses or numbers. The selected service show the list of addresses or numbers currently assigned to the operator, on the basis of which the desired addresses or numbers are selected, the remaining necessary data are filled in and the request is sent by clicking the "*Send request*" button. After a HAKOM's employee has processed the same request, an appropriate notification shall be sent to the operator.

Figure 16 Submitting a Subtraction of Allocated Addresses or Numbers

The operator has the possibility to examine any requests for revocation of assigned addresses or numbers submitted in the past. From the main menu operator selects the submenu "activities, address and numbering space" and the option "Review of requests for revocation of assigned addresses or numbers" (Figure 17).

Figure 17 Overview of requests to revoke assigned addresses or numbers

11. **Annual submissions**

a.   **Data Submission about group of Numbers**

In order to submit annual data on a group of numbers, the operator shall receive a notice (request) on the start page of the e-Operator service (Figure 18) in due time.

Figure 18 Notice of need for annual data submission on the class of numbers

After opening the asked request, the operator shall complete the form for submitting data on the group of numbers and send it to HAKOM by pressing the *Send* button (Figure 19).

Figure 19 Notice for annual data submission on group of numbers

The operator has the ability to view all data on groups of numbers submitted in the past. From the main menu operator selects the submenu "Activities, addressing and numbering space" and the option "Data on Group of Numbers" (Figure 20).

Figure 20 Data overview on group of numbers

b. Submission of Data on Gross Income
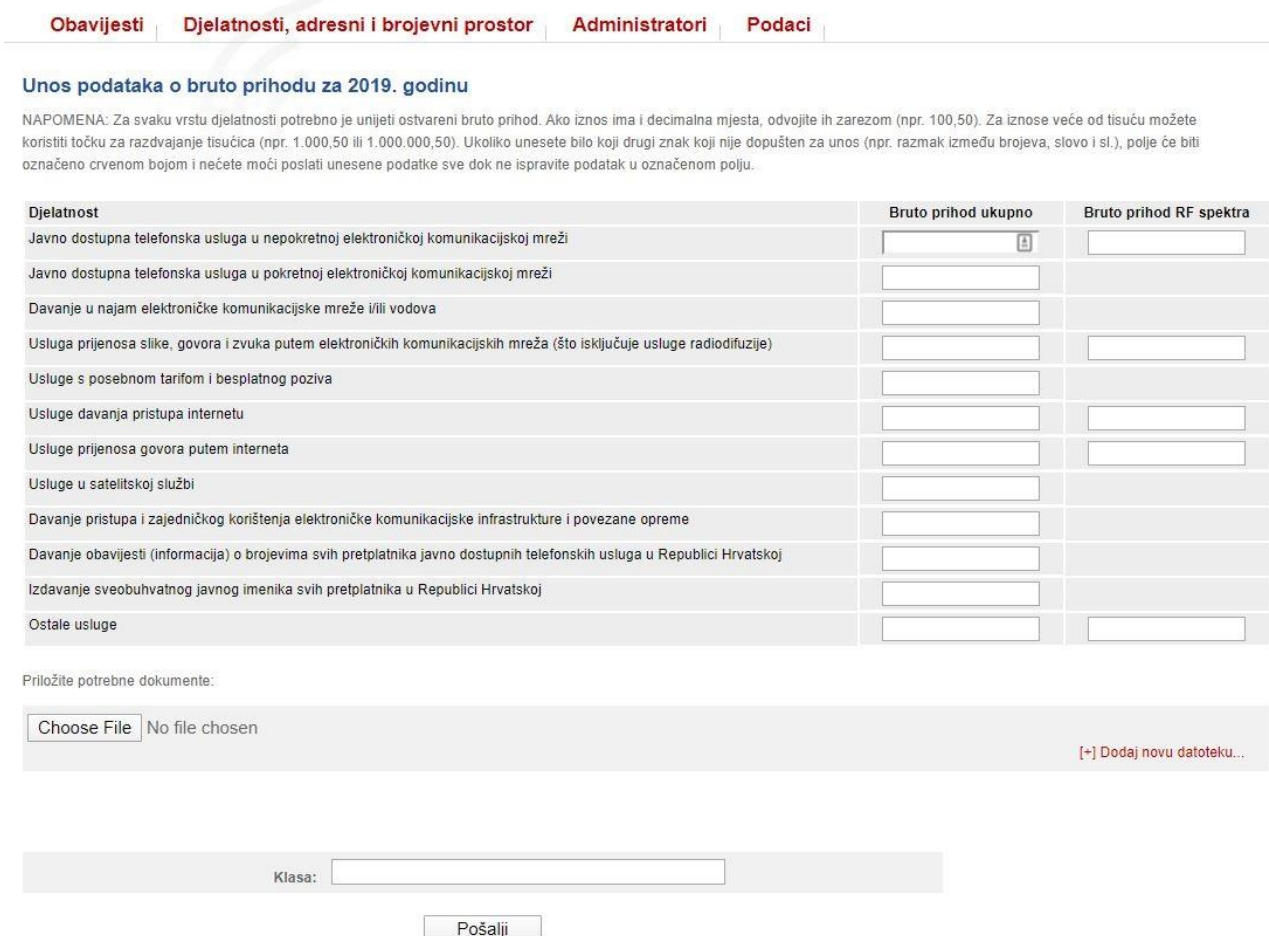
In order to submit annual data on gross income the operator timely receives a notification (request) on the e-Operator homepage (Figure 21).

Figure 21 Notice of the need to submit annual gross income data

After opening the request, the operator shall complete the form for submitting data on gross revenue per activity and send it to HAKOM by pressing the *Send* button (Figure 22). Operators which are generating income from the provided activities by using the RF spectrum shall additionally fill in the data about gross RF spectrum revenue.

Figure 22 Form for submission of annual gross income data

The operator shall have the possibility to review all gross revenue data submitted in the past. From the main menu operator selects the submenu "Activities, addressing and numbering space" and the option "Data on Gross Income" (Figure 23).

Figure 23 Gross Revenue Data Overview

c.   Data Submission for HNB[1] report

Registered Operators who have submitted prior notification for
- Publicly available telephone service in a fixed electronic communications network,
- Publicly available telephone service in a mobile electronic communications network,
- Services with special tariff and free call,
- Internet access provision services,
- Voice over Internet services,
- Mobile Virtual Network Operator (MVNO) service,

are required to submit an annual audit report on payment transactions. In view of the obligations arising from the Payment Act (Official Gazette 66/18), an operator providing services to end users must notify HAKOM of the activities performed under Article 5 of the Payment Act and submit an annual audit opinion. In order to submit annual data for the HNB (Croatian National Bank) report, the operator shall receive a timely notification (request) on the website of the e-operator service (Figure 24).

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[1] https://www.hnb.hr/home

		e-Operator – upute za operatore	
		Oznaka:	IZ-IS-UP-OPR
		Vrijedi od:	07.01.2020.
		Izdanje:	2.0

HAKOM

Obavijesti   Djelatnosti, adresni i brojevni prostor   Administratori   Podaci

Obavijesti sustava

Potrebne nadopune (1)

Potvrde zahtjeva za prijenos prava (0)

Dostava podataka o grupi brojeva (0)

Dostava podataka o bruto prihodu (0)

Dostava podataka za HNB izvještaj (1)

Predmeti koji čekaju obradu:

Pronađeno rezultata: 2

Datum	Predmet	Status
2019-12-24 00:55	Podaci za HNB izvještaj za 2019. godinu Klasa:	Potrebno dostaviti
2019-12-11 11:24	Podaci o bruto prihodu za 2019. godinu Klasa: 344-03/19-01/207	Potrebna nadopuna

Figure 24 Notice of the need to submit annual data for the HNB (CNB) Report

After opening the request, the operator shall complete the data submission form for the HNB (CNB) report and send it to HAKOM by pressing the "*Send*" button (Figure 25).

Obavijesti   Djelatnosti, adresni i brojevni prostor   Administratori   Podaci

Unos podataka za HNB izvještaj za 2019. godinu

Opis djelatnosti pružatelja usluga isključenog iz područja primjene PSD2

[text box]

Isključenje na temelju kojeg pružatelj usluga obavlja svoju djelatnost

1. Usluge koje se temelje na određenim platnim instrumentima koji se mogu upotrebljavati samo ograničeno i koji ispunjavaju jedan od sljedećih uvjeta:

1.1. Instrumenti koji omogućuju imatelju stjecanje robe ili usluga samo u prostorijama izdavatelja ili unutar ograničene mreže pružatelja usluga u okviru izravnog trgovačkog ugovora s profesionalnim izdavateljem ☐

1.2. Instrumenti koji se mogu koristiti samo za stjecanje vrlo ograničenog izbora robe ili usluga ☐

ili

2. Platne transakcije koje provodi pružatelj elektroničkih komunikacijskih mreža ili usluga koje se pružaju uz elektroničke komunikacijske usluge za pretplatnika mreže ili usluge:

2.1. Za kupovinu digitalnog sadržaja i glasovnih usluga, bez obzira na uređaj koji se koristio za kupovinu ili potrošnju digitalnog sadržaja koja se naplaćuje s dotičnog računa ☐

2.2. Koje se obavljaju iz ili posredstvom elektroničkog uređaja i koje se naplaćuju s dotičnog računa u okviru dobrotvornih aktivnosti ili za kupnju karata ☐

Priložite revizorsko izvješće:

[Choose File] No file chosen

[Pošalji]

Figure 25 Annual Report Submission Form for the HNB (CNB) Report

The operator has the possibility to review all data on HNB (CNB) reports submitted in the past. The main menu selects the submenu "activities, address and numbering space" and the option "Data for the HNB (CNB) Report" (Figure 26).

Figure 26 Data Overview for the HNB (CNB) Report

12. **Data Overview**

a. **Activity Overview**

The operator selects the submenu "Activities, addressing and numbering space" from the main menu and the option "Overview of activities" (Figure 27), followed by a list of all the activities he registered.

Figure 27 Activity overview

	e-Operator – upute za operatore	
	Oznaka:	IZ-IS-UP-OPR
	Vrijedi od:	07.01.2020.
	Izdanje:	2.0

HAKOM

b. Overview of Address and Numbering Space

The operator selects a submenu "Activities, addressing and numbering space" from the main menu as well as the option "Overview of address and numbering space" (Figure 28), followed by a list of all addresses and numbers registered per service.

Figure 28 Overview of address and number space

13. User Management

a. The List of Existing Users

The operator selects the "Administrators" sub-menu and the "List" option (Figure 29), has been chosen from main menu, followed by a list of all existing users.

Figure 29 Existing users list

By selecting an individual user, its basic data and individual rights can be changed and the added changes can be saved by clicking the Log button (Figure 30)

Figure 30 Overview of individual users

b. Adding a New User

The operator selects the "Administrators" submenu from the main menu and the "Search of HAKOM users " option (Figure 31), followed by the option to enter the e-mail address of the HAKOM user, that one he wants to add as an administrators as well as the option to reach the same by pressing the button "Search". By Clicking link "add" a new page is opened to add the fetched user as an administrator**.**

Figure 31 Adding a New User

14. Data Management

a. Basic Information on the Operator

From the main menu, the operator selects the "Data" sub-menu and the "Data review" option (Figure 32), followed by basic data on the operator. At any time it is possible to change certain data (e.g. delivery address, phone, mobile phone, and fax) and save the changes made by clicking the *Save* button.

Figure 32 Overview of basic operator data

b. Data Change Request

The operator selects the "Data" sub-menu from the main menu and the "Request for change of Data" option (Figure 33), followed by an option to attach a registration document from the Court Register in case of modifying the basic operator data.

Figure 33 Data Change Request

c. NetID Change Request

From the main menu, the operator selects the "Data" sub-menu and the "NetID change request" option (Figure 34), followed by an appropriate list of services. The operator shall select the type of electronic communications service for the performance required to change the NetID. For the selected service, a list of addresses or numbers that are currently assigned to the operator is displayed and on this basis the desired addresses or numbers are selected, a new NetID is selected that will belong to them and a request is sent by pressing the "*Send request*" button. After a HAKOM admin has processed the same request, an appropriate notification shall be sent to the operator. If the operator has already submitted requests for changes to the NetID, they can be viewed on the link "Review of previous requests**".**

Figure 34 NetID change Request